

## **12.05 WATER QUALITY COMPLAINTS AND COMMUNICATION:**

### **A. Denver and Total Service Areas:**

Denver Water and the Total Service Distributor have equal concern for water quality to the customer. Complaints received by either should be communicated immediately to the other including clarification as to the entity responsible for initial response.

Water quality issues and complaints during business hours will be directed to Denver's Water Quality Lab. Water Quality personnel will respond within Denver and Total Service areas. They will identify the problem and, along with Water Control personnel, correct the problem as promptly as possible.

After business hours, water quality issues and complaints will be directed to Water Control's Emergency Services Dispatcher. Depending on the severity of the matter, Water Control's Dispatcher may notify the Water Quality employee on duty. Designated personnel will respond, identify the problem, and correct the problem as promptly as possible.

Data management and compliance reporting are the responsibility of the Water Quality Section.

### **B. Master Meter and Read and Bill Areas:**

Those Master Meter and Read and Bill areas classified as part of the Integrated Water System will have responsibility for initial response, investigation and remediation of all water quality issues and complaints. The Distributor must advise Denver Water of findings and response actions.

Should the Distributor's initial response fail to achieve the necessary results, Denver Water may be called in to assist.

Any water quality complaints in the Integrated Water System service area reported to the State shall be directed to Denver Water, and Denver Water, as appropriate, will pass them on to the Distributor. Denver Water will report findings back to CDPHE. In all cases, Denver will act as the clearinghouse for water quality information.

## **SECTION 12**